

ATTACHMENT II

AMI TELECOMMUNICATIONS, INC.

COMPLAINT HISTORY

Complaint History of AMI Communications, Inc.

As an established provider of telecommunications services, AMI has a brief history of complaints, all of which have been resolved without Commission intervention. Below is a listing of those complaints, followed by a corresponding copy of AMI's letter explaining the resolution.

- 1) File 370043 by Mr. Michael Schiro with the Wisconsin Trade and Consumer protection Division, Department of Agriculture, received August 2000. The complaint stated that AMI changed the customer's long distance service without his authorization.
- 2) Complaint Number 44311 by Ms. Penny Lemon with the Wisconsin Public Service Commission received in February 2001. The complaint stated that AMI changed the customer's long distance service without her authorization.
- 3) FCC notice of informal complaint 03-W5664849 received in April 2003. This complaint was meant for another company.
- 4) FCC notice of informal complaint number 01-566419 by Mr. Kevin Miller received July 2003. The complaint stated that AMI changed the customer's long distance without his authorization.

August 14, 2000

Mr. Steven J. Foemmel
Trade and Consumer Protection Division
Department of Agriculture
2811 Agriculture Drive
Madison, WI 53718-6777

RE: File 370043
Mr. Michael P. Schiro
2860 Arrowhead Lane
Stoughton, WI 53589

Dear Mr. Foemmel:

We were very distressed to receive the complaint on behalf of Mr. Schiro. In eight years of operation this is the first complaint that AMI Communications has received from a state, federal, or local agency. We present to you the following facts:

- 1) Mr. Schiro was unfortunately switched to Qwest's long distance network at AMI's direction without his written or verbal authorization.
- 2) In June of 2000, AMI received an authorization from First Weber Realty of Madison to handle all of its intralata, intrastate, and interstate service.
- 3) Not only does First Weber subscribe its multiple office lines to its service provider, but also many residential phone lines of employees that do some or all of their work out of their homes.
- 4) Mr. Schiro's wife was a recent past employee of First Weber, but not in June of 2000.
- 5) Unfortunately, the list of residential numbers provided to AMI by First Weber under its valid Letter of Agency to be PIC'ed to Qwest was not properly updated.
- 6) A measure taken by AMI to safeguard against this possibility was that we submitted the billing line and address under the name of First Weber. We believe that if there was no longer an affiliation between Mr. Schiro or Mrs. Shiro and First Weber that the Local Exchange Carrier should reject the order. Unfortunately in this case GTE did not reject it.

We regret that Mr. Schiro had to deal with this situation. AMI has sent him a check for \$25 to cover the PIC change charges, as well as a letter advising him not to pay any invoice he might receive from AMI.

Please let us know if we need to provide any other information to your office. We will assist you in any way necessary.

Sincerely,

Robert M. Buchta
President

March 12, 2001

Ms. Sarah Putzer
Public Service Commission of Wisconsin
PO Box 7854
Madison, WI 53707-7854

Re: Complaint Number 44311, Ms. Penny Lemon

Dear Ms. Putzer:

AMI is a reseller of Qwest Communications. Penny Lemon had been on Qwest's network until June of 2000 when we received authorization from First Weber Realty of Madison, Wisconsin, to handle all of its long distance service. Not only does First Weber subscribe its multiple office lines to AMI, but also many residential phone lines of employees that work from their homes. Unfortunately, the list of residential numbers provided to AMI by First Weber under its valid Letter of Agency to be switched to AMI/Qwest was not properly updated and that is how Penny Lemon was moved from Qwest direct to our AMI/Qwest account.

A measure taken by AMI to safeguard against this possibility was to submit the billing line and address under the name of First Weber. Because of this, Penny's line should have been rejected by the local phone company because it did not match but unfortunately it was not.

We did not discover this until she called us with a network issue on 2/20/01. She first called Qwest directly and they referred her to us causing her frustration. We did what Qwest told us to do so that they could set her up with a new account while we were on the line and things could be back to what she wanted. We had no intention of moving her against her authorization.

If you have any additional questions, please feel free to contact me.

Sincerely,

Mary P. Haberek
Vice President of Operations

COPY

May 19, 2003

**Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, D.C. 20554**

**Complainant: Bruce Bernstein
IC Number: 03-W5664849**

To Whom It May Concern:

I believe this complaint belongs to another AMI. We only have one office located in Illinois and the 800 number listed in the complaint is not ours. I have also checked our database and show no record of this telephone number or individual.

Please excuse our company from this complaint. If you need to speak to me further, I can be reached at 1-800-254-3202. Thank you in advance for your attention to this matter.

Sincerely,

**Mary P. Haberek
Vice President of Operations**

Enclosure

**AMI Communications, Inc.**

August 20, 2003

Ms. Nancy Stevenson
Consumer & Governmental Affairs Bureau
Federal Communications Commission
Room 5A-729-Attn Slam Team
445 12 th St, SW
Washington, DC 20554

Dear Ms. Stevenson:

This letter is in response to your July 25, 2003 letter regarding Kevin Miller, IC# 01-S66419.

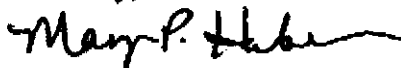
AMI Communications is a reseller of Qwest Communications services and your letter was our first notification of this issue. Upon review of Mr. Miller's letter we were able to determine the following and have responded to your requests below.

1. The carrier was changed to Qwest /AMI in June of 2001. Upon receiving notification of this issue, the line is now inactive in our database as of 8/19/03. There had been no charges or usage since Mr. Miller had changed carriers 2 years ago.
2. A Letter of Agency from Mr. Miller is not available but details of this are listed below.
3. AMI had a signed Letter of Agency and line inventory from their customer, American Computer Software, with a telephone number very similar to Mr. Miller's number. AMI's intention was to send an electronic order to Qwest to change the carrier on the line 608 221 1281, however the number was keyed incorrectly and Mr. Miller's number was entered. When AMI sends an order to Qwest the main billing number (MBTN) and the working telephone number (WTN) are included on the file. In this case, Mr. Miller's number was sent as the WTN with our customer's MBTN. When the local telephone company received Qwest's order it should have rejected it because of name/number mismatch, but it did not. Over the past year, we have tried to rely less and less on the rejection process of the local telephone company and added personnel to verify orders prior to submission to the carrier. It was not AMI's intention to change his service without his authorization.
4. We would be happy to issue any credit due to the customer; however, his letter

stated that he had already received a credit.

If you have any additional questions, please feel free to contact me at 1-800-254-3202.

Sincerely,



Mary P. Haberek
Vice President of Operations

Attachment

Cc Mr. Kevin Miller